

MICHAEL LYON

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QUALIFICATIONS SUMMARY

- Exceptional written and verbal communication skills, with demonstrated proficiency reaching target audiences through strategic messaging
- Proficient in JavaScript, HTML, and CSS, with experience creating server-side web applications
- Skilled project manager, experienced in coordinating communications between stakeholders and clients
- Proven leadership qualities include strong interpersonal skills and outstanding presentation abilities

EMPLOYMENT HISTORY

Blanton Turner

September 2018 – Present | *Seattle, WA*

Flex-Team Leasing Manager

- Fulfills client-facing responsibilities across company's property portfolio, providing site-level assistance for property management and leasing tasks
- Creates external messaging and coordinates online advertising for available apartment homes
- Schedules and hosts apartment tours, building sales relationships through follow-up marketing and special events
- Builds CRM databases using Knock.com and Yardi management tools

Assistant Property Manager

September 2016 – 2018 | *Seattle, WA*

- Maintained occupancy rates >93% for 24 consecutive months through customer service strategies and client-facing skills
- Contributed actionable insights to projects exceeding \$450K, including structural repairs, commercial remodels, and insurance losses
- Leveraged social media channels to generate 400 prospect leads in year-round digital marketing campaign
- Scheduled and hosted apartment tours and commercial showings, curating CRM databases for follow-up communications and relationship networking

Coldwell Banker Bain

October 2015 – 2018 | *Seattle, WA*

Real Estate Broker

- Provided residential real estate brokerage services for homebuyers in the Seattle market
- Generated \$3m in real estate sales through referral networking in 2016

Molly Moons Homemade Ice Cream

May 2014 – August 2015 | *Seattle, WA*

Shift Manager

- Achieved 110% of annual sales goal, frequently exceeding 125% of daily sales goals during peak-season operations
- Provided top tier customer service within ultra-fast paced environment, tracking customer satisfaction through online reviews and feedback
- Organized daily tasks and ingredient preparation to ensure seamless operations and team wellness

VOLUNTEER EXPERIENCE

World Affairs Council

Summer 2016 | *Seattle, WA*

- Chaperoned international delegations of youths from Cuba, touring Seattle as a representative of leadership initiatives to build diplomacy between the U.S. & Cuba

EDUCATION & CERTIFICATIONS

University of Oregon

Bachelor of Arts, English

Fall 2009 – Fall 2015 | *Eugene, OR*

Valley Catholic School

High School Diploma

2005 – 2009 | *Beaverton, OR*

Code Fellows

JavaScript, HTML, CSS 201, 301

September 2018 – January 2019 | *Seattle, WA*

References and work samples are available upon request.